



## Support and Operations Plan

### ***Continuous Instructional Improvement Technology System (CIITS)***

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*Prepared By*

Document Owner(s)	Project/Organization Role
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*Version Control*

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0.1.5	10/18/2011	Matt Jury	Updated Support Plan based on feedback from project leads
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0.2.2	1/12/12	Beth Gravett	Revised Appendix C, D and E based on Support meeting 1/12/12
0.2.3	1/12/12	Beck Blessing	Added SIN contact info to Appendix D and E Added KSIS POC as escalation point on Appendix D Added Pearson as escalation point on Appendix D for MAP issues
0.2.4	2/15/2012	Matt Jury	Added bullet points to ONGL scope of support Added responsibilities for ONGL support in escalation Appendix D
0.3.0	2/17/2012	Matt Jury	Added latest CIITS Version 2 Technical Guide
0.3.1	2/24/2012	Matt Jury	Added eInstruction Student Response System escalation path in Appendix D
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0.3.3	4/9/12	Beth Gravett	Update CIITS mailbox to <a href="mailto:KDECIITSMailbox@education.ky.gov">KDECIITSMailbox@education.ky.gov</a> throughout the document and include instruction for reporting issues to Office of Next Generation Learners at KDE in Appendix D
0.4.0	6/1//2012	Matt Jury	Updated the Technical Guide (pages 10-12), added assessment Tier II organizations in Supportability Review and Appendix C
0.4.1	6/4/2012	Matt Jury	Replaced Liz Rodgers' email address with Adam Marshall's email address on page 7
0.4.2	8/30/2012	Matt Jury	Added the School Improvement Network contact information and scope of support on page 7
0.4.3	10/24/2012	Eddie Mendoza	
0.5.0	11/07/2013	Caleb Nugent	Updated Technical Guide (Appendix A) and points of contact
0.6.0	10/08/2014	Eddie Mendoza	Updated Technical Guide (Appendix A), Added Turning Tech, PBS, Smart, and Promethean support tiers to all sections

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## Purpose

The purpose of this document is to provide clarification between KDE and Pearson regarding support aspects of the CIITS product. It describes the primary support tasks that are required by CIITS and who is accountable for each task. i.e. – Pearson, The Office of Next Generation Learners (ONGL is the instructional stakeholder at KDE), and The Office of Knowledge, Information & Data Services (KIDS is the technical stakeholder at KDE)

## Audience

The document will be distributed to all stakeholders for review and comments before signoff, including all team leads and operational managers that are affected by the supportability requirements. All key stakeholders will sign off on this document.

## Stakeholders List

Below is a list of stakeholders who are instrumental in both developing supportability requirements and supporting the system. Team members may have multiple roles. Key Stakeholders identified with a (\*) must sign the document.

Name	Title	Role
*David Couch	Executive Sponsor	Provides service support requirements, guidance, and validates completeness and accuracy.
*Amanda Ellis	Executive Sponsor	Provides service support requirements, guidance, and validates completeness and accuracy.
Maritta Horne	Service Manager	Oversees the CIITS project for KDE as well as gathering and documenting service support requirements. Obtains all sign offs.
Steve Roark	Project Manager (EDS)	
Cathy White (EDS)	Product Manager(s)	Provides service support requirements and validates completeness and accuracy.
Martin Herbener	Technical Liaison	Serves as technical SME

## Description of Proposed Solution

The Commonwealth of Kentucky contracted with Pearson, Inc. to build and support the statewide Continuous Instructional Improvement Technology System (CIITS). The CIITS system is a multi-phase, multi-year project, designed to provide Kentucky public school educators with the 21st-century resources they need to carry out highly-effective teaching and learning in every classroom in the state. CIITS will connect standards, electronically stored instructional resources, curriculum, formative assessments, instruction, professional learning and evaluation of teachers and principals in one place, thereby improving instructional outcomes, teacher effectiveness and leadership. The system is expected to be used indefinitely.

## Hosting

Current version of software is hosted by Pearson (cloud).

### **System Interactions**

CIITS utilizes the Kentucky Student Information System (Infinite Campus) as the authoritative source for student and staff data. Data elements are exported from the KSIS and imported into CIITS for the purpose of correlating teachers and students in the CIITS system, setting educational goals in alignment with deconstructed standards, and measuring performance through formative assessment integration. Additionally, using metadata from Discovery, SAS, PBS, School Improvement Network, and Thinkfinity, CIITS links to instructional resources which align to standards. CIITS is also dependent on KETS external DNS and a KDE-owned SSL certificate.

In addition, the CIITS application also interfaces via Single-Sign On function with School Improvement Network, PBS, and SAS websites in order to provide users access instructional materials without having to provide additional login information. This is displayed as link in CIITS that users can click and are re-directed to each provider's site.

### **External Resources**

External resources include:

- Metadata from Discovery Education
- Metadata from SAS Curriculum Pathways
- Metadata from Thinkfinity
- Metadata from PBS
- Metadata from School Improvement Network

### **Hardware and Software Minimum Requirements**

See Appendix A

### **Browser Requirements**

See Appendix A

### **Workstation Configuration Settings**

See Appendix A

### **Bandwidth Required by Active User**

Base bandwidth usage is about 25 kbps per concurrent user.

### **Security, Backup & Disaster Recovery**

Pearson runs backups for CIITS nightly.

## ***Supportability Review***

### **Customer Support Expectations**

Tier I support will be provided by Pearson. Escalations to the Instructional Supervisor, School Improvement Network, PBS, SAS, and Discovery will be handled as documented in Appendix C. To see the support flowchart, see Appendix B. Escalations to any and all support entities should contain detailed information such as email addresses of specific accounts, the urgency of the issue, potential impact, etc.

### **Support Roles and Responsibilities**

#### **Pearson Help Desk - Tier I**

Phone: 1-855-HELP-4-KY

E-mail: ciitshelp@Pearson.com

Hours: Mon. – Fri. 8:00 AM to 6:00 PM Eastern

1. Pearson will capture and track the following support data:
  - a. District name
  - b. Caller name (or email address of sender)
  - c. Issue Type
    - Product Question (this will encompass “reporting” as well as “navigation”)
    - Login/Password Problem (this will include password reset situations)
    - General Inquiry
  - d. Resolution type
    - Issue solved
    - Redirect
      - Redirect type:

Instructional - District	Technical - District	SAS	Other
Instructional - KDE	Technical - KDE	Discovery	

2.

Pearson will provide the KDE Support Lead with technical support statistics weekly.

## Scope of Pearson support

### Help Desk

- a. Password resets
- b. Navigational issues/questions
- c. Product functionality questions regarding IMS or EDS features
- d. Product defect support
- e. Nightly backups of CIITS
- f. Redirecting, escalating, and/or transferring customers to Tier II support escalation contacts as necessary. If issues need to be escalated to Tier III (KDE), this escalation will be sent via e-mail including description of the problem and customer contact info.

## Priorities and Response Times

The Pearson support team will make every effort to resolve issues at the time of the support call. This will be the initial method for resolving issues before assigning a priority level. Support team members will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority assigned to them.

The help desk will use the following guidelines in prioritizing requests and will strive to resolve the problem within the target timeframe. Actual resolutions may be shorter or longer depending on the volume of requests at any one time. However, a minimum of 80% of all requests will be satisfied within the target periods.

The following table describes the priority levels assigned to requests for support resolution with associated response and completion time commitments:

Priority	Criteria	Initial Response	Incident Designation	Resolution*
Show Stopper	Production system is halted and/or data has been corrupted. If there is no reasonable work-around available a patch may	10 min <sup>[1]</sup> 30 min <sup>[2]</sup>	2 hours	Within 24 hours if not identified as product defect.

	be produced. When an acceptable work around is provided the incident should be downgraded.			If identified as product defect, resolution as identified to project team.
Critical	Incidents render a feature inoperable without a work-around. They do not cause the production system to be inoperative, but they disrupt normal business operations.	20 min <sup>[1]</sup> 1 hour <sup>[2]</sup>	2 hours	Within 2 business days if not identified as product defect.  If identified as product defect, resolution as identified to project team.
High	Incidents render a feature inoperable with acceptable work-around to be used on an interim basis until incident addressed with a more effective fix.	30 min <sup>[1]</sup> 1 Hour <sup>[2]</sup>	2 hours	Within 5 business days if not identified as product defect.  If identified as product defect, resolution as identified to project team.
Low	Incidents have little impact on the business application. Incident may be addressed in a future release.	1 hours <sup>[1]</sup> 12 hours <sup>[2]</sup>	2 hours	If identified as enhancement request, VOC document completed by KDE and submitted to Pearson project team.

**\*Completion times for data related issues may vary based on data upload schedule of KDE or School District**

<sup>[1]</sup> Incident reported during Normal Support Hours.

<sup>[2]</sup> Incident reported outside Normal Support Hours.

#### DEFINITIONS:

**Product Defect:** Any error or defect that causes the software/application to malfunction, is not included in the KDE contract requirements, and does not meet the required workflow or process of the Pearson IIS.

#### Enhancement:

Any alteration or modification to the Pearson IIS application which would provide for better workflow and processes as deemed appropriate by the KDE Pearson Program Manager.

### Discovery Education Assessment – Tier II

If / when the CIITS Help Desk (tier I) addresses customer requests regarding Discovery Education Assessment Data, these issues will be escalated by Pearson to the KET contact (tier II) in accordance with Appendix C.

### Renaissance Learning (STAR Assessment) – Tier II

If / when the CIITS Help Desk (tier I) addresses customer requests regarding Discovery Education Assessment Data, these issues will be escalated by Pearson to the KET contact (tier II) in accordance with Appendix C.

### **MAP Assessment (NWEA) – Tier II**

If / when the CIITS Help Desk (tier I) addresses customer requests regarding NWEA MAP Assessment Data, these issues will be escalated by Pearson to the NWEA contact (tier II) in accordance with Appendix C.

### **Instructional Supervisor in the District - Tier II**

If/ when the CIITS Help Desk (tier I) is posed questions regarding content and proper use of instructional resources, Pearson will redirect these customers to their Instructional Supervisor at the district level. The Instructional Supervisor should be able to assist with questions regarding an instructional data element in CIITS that doesn't match KSIS, a standard, a deconstructed standard, an instructional resource, a lesson plan, or the reasoning behind any data element in CIITS. See Appendix D

### **Kentucky Student Information System (KSIS) Point of Contact in the District - Tier II**

If/ when the CIITS Help Desk (tier I) is posed questions regarding missing user accounts in CIITS, improper roles in CIITS, or any issue that can be attributed to bad data imported from Infinite Campus, Pearson will redirect these customers to the KSIS point of contact at the district level. This includes incorrect email addresses, incorrect role assignments, and issues where data elements do not match IC. The KSIS POC should be able to check Infinite Campus and verify that specific users exist and that the appropriate role information is set. To see the KSIS POC list, please visit [http://education.ky.gov/districts/tech/sis/Documents/DistrictPOC\\_10242012.xls](http://education.ky.gov/districts/tech/sis/Documents/DistrictPOC_10242012.xls)

### **KET Encyclomedia / Discovery Education – Tier II**

Phone: 1-800-323-9084

Hours: Mon. – Thurs. 8:00 AM – 6:30 PM Eastern

Fri. 8:00 AM – 6:30 PM Eastern

#### **Scope of KET Encyclomedia / Discovery Education Support**

- Discovery account (credentials) maintenance
- Support of the Discovery.com website and resources

### **PBS – Tier II**

Phone: 1-800-572-6386

Email: [LearningMedia@pbs.org](mailto:LearningMedia@pbs.org)

#### **Scope of PBS Learning Media Support**

- Support of the pbs.com website and resources

### **Turning Technologies – Tier II**

Phone: 1-866-746-3015

7 a.m. - 9 p.m. EST, Monday through Friday

#### **Scope of Turning Technologies Support**

- Support of the Turning Tech clickers

### **Smart – Tier II**



Phone: 1.888.42SMART

Hours: Monday–Friday, 6 a.m. – 5 p.m. MST

**Scope of Smart Support**

- Support of the Smart clickers

**Promethean – Tier II**

Phone: (678) 393-1061

Mon - Fri 8:30 AM to 5:30 PM Eastern

**Scope of Promethean Support**

- Support of the Promethean clickers

**School Improvement Network – Tier II**

Phone: 1-800-572-1153

Hours: Mon – Fri 8:00 AM – 8:00 PM Eastern

Email: support@SchoolImprovement.com

**Scope of School Improvement Network Support**

- CC360 / PD360 account (credentials) maintenance
- Support of the <http://www.schoolimprovement.com/ciits/index.php> website and resources

**SAS Curriculum Pathways – Tier II**

Phone: SAS Help Desk 1-888-760-2515 (select option 2)

8:30 AM to 5:30 PM Eastern ET, Mon. – Fri.

This number is also published on the [sascurriculumpathways.com](http://sascurriculumpathways.com) website under Contact Us and is located at the bottom of the home page and all primary pages of the product.

Also, on the “Contact Us” screen in the SAS website there are two options—“Report a Problem” and “Provide Feedback”—that send information to a mailbox monitored by SAS staff: [curriculumpathways@sas.com](mailto:curriculumpathways@sas.com). “Report a Problem” is the preferred method for reporting problems, because it actually captures and includes diagnostic data regarding the user’s account, operating system, browser, and plugins.

**Scope of SAS Curriculum Pathways Support**

- Curriculum Pathways Account Maintenance
- Support of the [SASCurriculumPathways.com](http://SASCurriculumPathways.com) website and resource

**KETS Service Desk – Tier II**

KETS network issues (customer cannot reach the CIITS login page)

Phone: 866-538.7435

E-mail: [ketshelp@education.ky.gov](mailto:ketshelp@education.ky.gov)

Mon. – Fri. 7:30 AM to 5:00 PM Eastern

**Scope of KETS Service Desk Support**

- Help Desk services to resolve KETS wide area network issues as experienced by school, district and KDE customers during business hours. Includes support of WAN issues reported by districts/schools that are affecting CIITS connectivity.
- 24/7 monitoring and break-fix support of KETS Distributed Services rack/network equipment affecting Wide Area Network (WAN) connectivity.
- DNS management services to resolve any issues with DNS services used by CIITS during business hours.
- Primary point-of-contact for KDE support of CIITS (KDE, non-district users such as state employees or state contractors) and internal KIDS escalations.

The KETS Service Desk will also provide Pearson with e-mail notifications in the event of an enterprise service issue. i.e. - a fiber cut which could cause a loss of Internet connectivity for one or more districts. These notifications will be emailed to Pearson at [ciitshelp@Pearson.com](mailto:ciitshelp@Pearson.com) and [Jennifer.Harris@Pearson.com](mailto:Jennifer.Harris@Pearson.com).

### **Office of Next Generation Learners – Tier III**

Phone: (502) 564-9850

E-mail: [kdeciitsmailbox@education.ky.gov](mailto:kdeciitsmailbox@education.ky.gov)

Hours: Mon. – Fri. 8:30 AM – 5:00 PM Eastern

ONGL will provide the following support to **Instructional Supervisors** in support of CIITS.

#### **Scope of ONGL support – Answering questions regarding...**

- academic data elements in CIITS
- Kentucky academic standards
- deconstructed standards
- instructional resources
- lesson plans
- curriculum instruction elements (videos, etc.)
- reports or data within reports
- assessment data
- educational development suite (EDS) configuration and components

ONGL will also provide Communications with a list of Instructional Supervisors by district. This data will be posted on the Internet so it's accessible from the Launchpad. Communications will update the list of Instructional Supervisors twice per school year (at the beginning and mid-term of each school year) when received from ONGL.

### **Division of Enterprise Data – Tier III**

The KETS Service Desk will be the single point of contact for all escalations regarding the Division of Enterprise Data's scope of work. The KETS Service Desk will field these questions/requests from district Instructional Supervisors and/or from Pearson as contacted.

Phone: 866-538.7435

E-mail: [ketshelp@education.ky.gov](mailto:ketshelp@education.ky.gov)

Mon. – Fri. 7:30 AM to 5:00 PM Eastern

#### **Scope of DED Support**

- ETL support – limited to data from Infinite Campus
- Missing or invalid data – district, school, teachers and students
- User roles and permissions issues

## Change Management

- **Enterprise Change Management** – This refers to enterprise level activities that could impact the interoperability with other enterprise systems and/or services. ONGL and the Division of Enterprise Data will work with Pearson to oversee enterprise level change management. When a request for change (RFC) is needed, Maritta Horne will complete and submit requests, both scheduled and emergency, to the KDE Change Manager. The primary responsibility of overseeing CIITS Enterprise Change Management will reside with Maritta Horne.
- **CIITS Change Control** – Change control within the CIITS product including changes made to all data elements within CIITS, both metadata and KSIS data. The primary responsibility of overseeing CIITS Change Control is Maritta Horne. To see the Change and Release Management Process, click: <https://pearson.sharedwork.com/doc/ZD0xODA0MzE3NQ>

## Security, Backup and Disaster Recovery

Security, backup, and disaster recovery of CIITS is the responsibility of the vendor, Pearson. Pearson runs server backups nightly.

## Tasks & Frequency

<u>Support Task</u>	<u>Who Completes Task</u>	<u>Frequency</u>
Tier I help desk support	Pearson	As needed
CIITS backups	Pearson	Nightly
Helping CIITS users with instructional questions	Instructional Supervisor	As needed
Discovery account support	Discovery	As needed
SAS account support	SAS	As needed
Tier II network support	KETS Service Desk	As needed
Support of KEN distributed services racks and WAN support	KETS Service Desk	Ongoing
DNS management	KETS Service Desk	Ongoing
Notification of Enterprise Service Issues (to Pearson)	KETS Service Desk	As needed
Tier III instructional support	ONGL	As needed
Provide the list of Instructional Supervisors to Communications	ONGL	Twice annually
Tier III ETL support	Division of Enterprise Data	As needed
Data extraction from KSIS	Pat Black	Daily

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Data upload to Pearson	Pat Black	Daily
Enterprise Change Requests	Maritta Horne	As necessary
CIITS Change Control	Maritta Horne	As necessary
Update the KDE website with Instructional Supervisors list	Nick Gustin	Twice annually
Tier II Discovery Education Assessment Support	Brian Spellman	As needed
Renaissance Learning Support	Jennifer Grimes	As needed
MAP Assessment Support	Rob Johnson	As needed
PBS account support	PBS Learning Media helpdesk	As needed
School Improvement Network account support	Chris Stott	As needed
Turning Tech	Turning Technologies Helpdesk	As needed
Smart	Smart Helpdesk	As needed
Promethean	Promethean Help Desk	As needed

## ***Approval***

Signature:

\_\_\_\_\_  
Project Executive Sponsor

Date:

\_\_\_\_\_

Signature:

\_\_\_\_\_  
Product Manager

Date:

\_\_\_\_\_

Signature:

\_\_\_\_\_  
Product Manager

Date:

\_\_\_\_\_

Signature:

\_\_\_\_\_  
Service Lead

Date:

\_\_\_\_\_

## Appendix A

[https://powersource.pearsonschools.com/repository/schoolnet/pdf/CIITS\\_QRC-Assess\\_Technical\\_Requirements.pdf](https://powersource.pearsonschools.com/repository/schoolnet/pdf/CIITS_QRC-Assess_Technical_Requirements.pdf)

It is also located at the bottom of the page once you log into CIITS.

**SCHOOL IMPROVEMENT NETWORK**

PD 360 & COMMON CORE 360  
School Improvement Network

VIDEO: Welcome Kentucky Educators to PD 360 School Improvement Network  
For Support call: 855 ky sinet/ 855-597-4638

College/Career Readiness for All

QUESTIONS TOOL

International Data Explorer

Kentucky Profile Performance (NAEP)

NAEP KENTUCKY  
NATIONAL ASSESSMENT OF EDUCATIONAL PROGRESS

IDE  
NATIONAL CENTER FOR EDUCATION STATISTICS

**CIITS SUPPORT/RESOURCES**

- About CIITS
- Instructional Materials Submission Process
- Item Issues Report Form
- CIITS Resources/Webcast Archive
- VIDEO: Knott CO. CIITS Implementation
- Where to GO For Help

**REMINDER:** You will need separate KET Encyclomedia Discovery Education user name and password to access instructional materials in CIITS. If you do not have this login information, click on the appropriate links above.

Report Misuse | Contact Us | Tech Check | **System Requirements** | Acceptable Use Policy | About this Site

schoolnet Copyright© 2005-2014 Pearson Education, Inc., or its affiliate(s). All rights reserved.

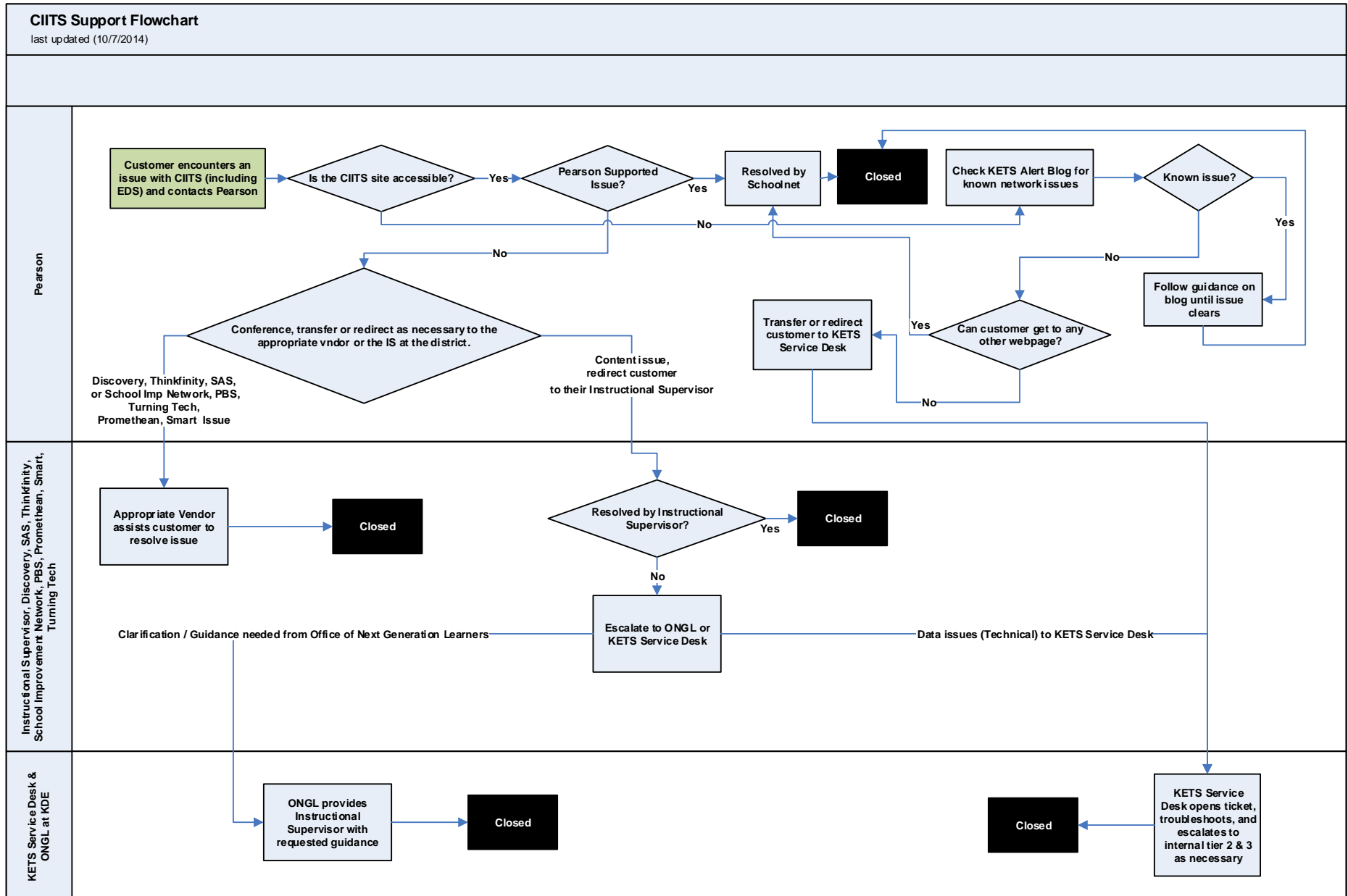
## Help

If you need additional help, please contact the CIITS Help Desk provided by Pearson:

Phone: 1-855-HELP-4-KY

Hours: Mon. – Fri. 8:00 AM to 6:00 PM ET

## Appendix B



## Appendix C

Pearson Escalation Script	
Escalate to...	When customer...
<b>Instructional Supervisor in the District (Tier II)</b>	questions an instructional data element in CIITS that doesn't match KSIS questions a standard questions a deconstructed standard questions an instructional resource questions a lesson plan questions the reasoning behind any data element in CIITS questions how to use CIITS in the classroom, including Assessment Admin
<b>KSIS Point of Contact in the District (Tier II)</b>  <a href="http://tinyurl.com/le3qonl">http://tinyurl.com/le3qonl</a>	describes a role issue needs assistance updating staff or teacher email addresses to KETS email address enters their district e-mail address but they're informed they don't have an account in CIITS (remember that data is loaded weekly into CIITS so there may be a delay) cannot see all sections in CIITS, but sees some questions a student data element in CIITS that doesn't match IC
<b>KET Encyclomedia / Discovery Education (Tier II)</b> Phone: 800.323.9084 Mon. – Thurs. 8:00 AM – 6:30 PM Eastern Fri. 8:00 AM – 6:30 PM Eastern	experiences a Discovery account issue questions a resource on Discovery's website
<b>Discovery Education (Tier II)</b> Brian Spellman - bspellman@ket.org	experiences an issue with Discovery Education assessment data
<b>SAS Curriculum Pathways (Tier II)</b> Phone: 888.760.2515 Mon - Fri 8:30 AM to 5:30 PM Eastern	experiences a SAS account issue questions a resource on the SAS Pathways website
<b>NWEA</b> Rob Johnson – rob.johnson@nwea.org	experiences an issue with MAP assessment data
<b>Renaissance Learning</b> Jennifer Grimes - Jennifer.Grimes@renlearn.com	experiences an issue with STAR assessment data



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<b>Turning Tech</b>  Phone: 1-866-746-3015 7 a.m. - 9 p.m. EST, Monday through Friday	experiences an issue with Turning Technologies clickers
<b>PBS</b>  Phone: 1-800-572-6386 Email: LearningMedia@pbs.org	question a resource on PBS's website experience an PBS account issue
<b>Promethean</b>  Phone: (678) 393-1061 Mon - Fri 8:30 AM to 5:30 PM Eastern	experiences an issue with Promethean clickers
<b>Smart</b>  Phone: 1.888.42SMART Monday–Friday, 6 a.m.– 5 p.m. MST	experiences an issue with Smart clickers
<b>KETS Service Desk (Tier II)</b>  Phone: 866.538.7435 E-mail: ketshelp@education.ky.gov Mon - Fri 7:30 AM to 5:00 PM Eastern	can't get to the Internet  is a non-district user (state employee or otherwise) who needs assistance with their account or is requesting a CIITS acct  is a district POC who needs further assistance with getting a CIITS user logged into CIITS
<b>Office of Next Generation Learners</b>  <b>Primary contact</b> <a href="mailto:kdeciitsmailbox@education.ky.gov">E-mail: kdeciitsmailbox@education.ky.gov</a>  <b>Secondary contact</b> Phone: (502) 564-9850 Mon. – Fri. 8:30 AM – 5:00 PM Eastern	has worked with the Instructional Supervisor and customer did not receive the support they needed is the Instructional Supervisor and the issue needs to be addressed by ONGL*  <i>*i.e. – Customer needs clarification regarding a standard, deconstructed standard, instructional resource, any data element in CIITS, Curriculum instructions element (video, etc.), assessment data, reports, or data within a report. ONGL also provides assistance with lesson plans. These scenarios are documented in Appendix D as well.</i>
<b>School Improvement Network</b> <a href="mailto:support@schoolimprovement.com">Email: support@schoolimprovement.com</a> Phone: 800-572-1153 Mon – Fri 8:00 AM – 8:00 PM EST	has questions about link to Common Core 360  has questions about PD 360

## Appendix D

Escalation Script for Instructional Supervisor	
Escalate to...	When you...
District technology staff	can't get to the Internet
<b>KET Encyclomedia / Discovery Education</b> Phone: 800-323-9084 Mon. - Thurs. 8:00 AM - 6:30 PM Eastern Fri. 8:00 AM – 6:30 PM Eastern	experience an Discovery account issue question a resource on Discovery's website
<b>SAS Curriculum Pathways</b> Phone: 888-760-2515 Mon - Fri 8:30 AM - 5:30 PM Eastern	experience a SAS account issue question a resource on the SAS Pathways website
<b>School Improvement Network</b> Phone: 800-572-1153 Email: <a href="mailto:support@schoolimprovement.com">support@schoolimprovement.com</a> Mon – Fri 8:00 AM – 8:00 PM EST	have questions about the link or access to Common Core 360
<b>KETS Service Desk</b>  E-mail: <a href="mailto:ketshelp@education.ky.gov">ketshelp@education.ky.gov</a> Phone: 866-538-7435 Mon - Fri 7:30 AM to 5:00 PM Eastern	see a data issue that cannot be resolved at the district level <i>(be sure to check Infinite Campus and your KSIS point of contact first)</i>
<b>Office of Next Generation Learners at KDE</b> Phone: (502) 564-9850 E-mail: <a href="mailto:kdeciitsmailbox@education.ky.gov">kdeciitsmailbox@education.ky.gov</a> Mon. – Fri. 8:30 AM – 5:00 PM Eastern	need clarification or report an issue regarding a standard need clarification regarding a deconstructed standard need clarification or report an issue regarding an instructional resource need assistance or to report an issue with a lesson plan need clarification or report an issue regarding any data element in CIITS need clarification or report an issue regarding a curriculum instruction element (video, etc.) need clarification or report an issue regarding assessment data need clarification or report an issue regarding a report or data within a report
<b>District KSIS (Infinite Campus) Point of Contact</b>	know a user does not have a “kyschools.us” e-mail address in IC have a user who can't access something they believe they should (roles and permissions issues) see a data element does not match what is in IC
<b>Pearson Help Desk</b>	have MAP data question

Continuous Instructional Improvement Technology System (CIITS)

Email: <a href="mailto:ciitshelp@Pearson.com">ciitshelp@Pearson.com</a> Phone: 855-HELP-4-KY Mon – Fri 8:00 AM to 6:00 PM Eastern	experience an issue with the eInstruction Student Response Systems
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<b>PBS</b>  Phone: 1-800-572-6386 Email: LearningMedia@pbs.org	experience an PBS account issue  question a resource on PBS's website
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## Appendix E

Escalation Script for KSIS Point of Contact	
Escalate to...	When you...
<b>District technology staff</b>	can't get to the Internet
<b>PBS</b> Phone: 1-800-572-6386 Email: LearningMedia@pbs.org	question a resource on PBS's website experience an PBS account issue
<b>Turning Tech</b> Phone: 1-866-746-3015 7 a.m. - 9 p.m. EST, Monday through Friday	experiences an issue with Turning Technologies clickers
<b>Smart</b> Phone: 1.888.42SMART Monday–Friday, 6 a.m.– 5 p.m. MST	experiences an issue with Smart clickers
<b>Promethean</b> Phone: (678) 393-1061 Mon - Fri 8:30 AM to 5:30 PM Eastern	experiences an issue with Promethean clickers
<b>KET Encyclomedia/Discovery Education</b> Phone: 800-323-9084 Mon. – Thurs. 8:00 AM – 6:30 PM Eastern Fri. 8:00 AM – 6:30 PM Eastern	experience an Discovery account issue question a resource on Discovery's website
<b>SAS Curriculum Pathways</b> Phone: 888.760.2515 Mon – Fri 8:30 AM to 5:30 PM Eastern	experience a SAS account issue question a resource on the SAS Pathways website
<b>KETS Service Desk</b> Phone: 866-538-7435 E-mail: <a href="mailto:ketshelp@education.ky.gov">ketshelp@education.ky.gov</a> Mon – Fri 7:30 AM to 5:00 PM Eastern	notice account information, role data, student data, etc. that's correct in Infinite Campus but it's not being imported into CIITS correctly

Continuous Instructional Improvement Technology System (CIITS)

<b>Instructional Supervisor (in your district)</b>	need clarification regarding a standard need clarification regarding a deconstructed standard need clarification regarding an instructional resource need assistance with a lesson plan need clarification regarding any data element in CIITS
<b>School Improvement Network</b> Email: <a href="mailto:support@schoolimprovement.com">support@schoolimprovement.com</a> Phone: 800-572-1153 Mon – Fri. 8:00 AM – 8:00 PM Eastern	has questions about link to Common Core 360
<b>Pearson Help Desk</b>	have MAP data question
Email: <a href="mailto:ciitshelp@Pearson.com">ciitshelp@Pearson.com</a>	
Phone: 855-HELP-4-KY	
Mon – Fri 8:00 AM to 6:00 PM Eastern	

## Appendix F

## PGES Points of Contact

District	Name	Email	District	Contact Name	Email
Adair	Curry, Phyllis	phyllis.curry@adair.kyschools.us	Jessamine	Castle, Jeff - Asst. Supt. \ Chief Academic Officer	jeff.castle@jessamine.kyschools.us
Allen	Cooper, Chad	chad.cooper@allen.kyschools.us	Jessamine	Chappell, Maurice - Director of Secondary Schools	maurice.chappell@jessamine.kyschools.us
Allen	Fisher, Ricky	ricky.fisher@allen.kyschools.us	Johnson	Burchett, Harry - Asst. Superintendent	harry.burchett@johnson.kyschools.us
Anchorage	Waford, Keith--Principal	keith.waford@anchorage.kyschools.us	Kenton	Mann, Tracy - Kenton County	tracy.mann@kenton.kyschools.us
Anderson	Jackman, Sharon	sharon.jackman@anderson.kyschools.us	Kentucky School for the Deaf	Matthews, Soraya	soraya.matthews@ksd.kyschools.us
Ashland	Calhoun, Linda - Instructional Supervisor	linda.calhoun@ashland.kyschools.us	Kentucky School for the Deaf	Sigler, Ruth	ruth.sigler@ksd.kyschools.us
Augusta	Brewer, Brandi - Asst. Principal	brandi.brewer@augusta.kyschools.us	Knott	Hoover, Brent CIO	brent.hoover@knott.kyschools.us
Ballard	Estes, Kevin - BCMS Principal	kevin.estes@ballard.kyschools.us	Knott	Sandlin, Michaelle	michaelle.sandlin@knott.kyschools.us
Barbourville Independent	Dixon, Kay	kay.dixon@bville.kyschools.us	Knox	Imel, Stacy - Director of Curriculum	stacy.imel@knox.kyschools.us
Barren	Harper, Scott	scott.harper@barren.kyschools.us	Larue	Reed, Amanda - Assistant Superintendent	amanda.reed@larue.kyschools.us
Barren	Wallace, Mark	mark.wallace@barren.kyschools.us	Laurel	Griebel, Denise	denise.griebel@laurel.kyschools.us
Bath	Back, Rhonda - District CIITS Coach	rhonda.back@bath.kyschools.us	Lawrence	Hall, Vernon	vernon.hall@lawrence.kyschools.us
Beechwood	Flaherty, Jamee - 026 Elem Prin	jamee.flaherty@beechwood.kyschools.us	Lee	Bush, Sharon	sharon.bush@lee.kyschools.us
Bell	Yankey, Jennifer	jennifer.yankey@bell.kyschools.us	Lee	Smith, Connie	connie.smith@lee.kyschools.us
Bellvue	Ridder, Dan - Director of Curriculum, Instruction, Assessment	dan.ridder@bellevue.kyschools.us	Leslie	Wilson, Brett	brett.wilson@leslie.kyschools.us
Berea	Coleman, Debbie	debbie.coleman@bera.kyschools.us	Letcher	Cornett, Kenneth	kenneth.cornett@letcher.kyschools.us
Boone	Ayres, Alissa	alissa.ayres@boone.kyschools.us	Letcher	Yonts, Denise	denise.yonts@letcher.kyschools.us
Bourbon	Switzer, Lynne (Bourbon County)	lynne.switzer@bourbon.kyschools.us	Lewis	Felty, Tiffany	tiffany.felty@lewis.kyschools.us
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Boyd	Walter, Brock	brock.walter@boyd.kyschools.us	Livingston	Henson, Sheri	sheri.henson@livingston.kyschools.us
Boyle	Young, David- Assistant Superintendent	david.young@boyle.kyschools.us	Logan	Hurt, Mike	mike.hurt@logan.kyschools.us
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Breathitt	Fugate, Donna - DAC/Curriculum Coordinator	donna.fugate@breathitt.kyschools.us	Lyon	Still, Diane - Supervisor of Instruction	diane.still@lyon.kyschools.us
Breck	Dowell, Glenda - Asst. Supt.	glenda.dowell@breck.kyschools.us	Magoffin	Carpenter, Bernadette	bernadette.carpenter@magoffin.kyschools.us
Breck	Gedling, Kathy	kathy.gedling@breck.kyschools.us	Marion	Newcome, Tammy	tammy.newcome@marion.kyschools.us
Breck	Meeks, Janet - Superintendent	janet.meeks@breck.kyschools.us	Marshall	Griffy, Abby -Elementary Supervisor MCSD	abby.griffy@marshall.kyschools.us

## Continuous Instructional Improvement Technology System (CIITS)

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## Continuous Instructional Improvement Technology System (CIITS)

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Floyd	George, Ted (Director of Human Resources-CIO)	ted.george@floyd.kyschools.us	Raceland	Imes, Jill - Campbell Elementary Principal	jill.imes@raceland.kyschools.us
Fort Thomas	Webb, Ginger	ginger.webb@forthomas.kyschools.us	Robertson	Ratliff, Garrick-DPP, DAC, IS	garrick.ratliff@robertson.kyschools.us
Frankfort	Crowe, Rich - Superintendent	rich.crowe@frankfort.kyschools.us	Rowan	Tapp, Larry - Assistant Principal	larry.tapp@rowan.kyschools.us
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## Continuous Instructional Improvement Technology System (CIITS)

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